

## Hashtag Direct Solutions

# Hashtag Direct Solution Warranty and Terms & Conditions

All warranty claims are for factory faults only.

All invoices are to be presented for proof of purchase.

No substitute products will be provided while repairs taking place on any goods.

The Following Brands have a 1 year warranty:

- Smeg
  - Dewhot
  - Paloma
- \*lime Scale build up not covered by warranty on geysers  
\*Gas Blockages due to dirty gas not covered by warranty

The Following Brands have a 10-year warranty

- Freedom Won – 10 years or 4000 cycles at 80% discharge.
- \*lightening strikes not covered by warranty

The Following Brands have a 5-year warranty

- Victron Equipment

The Following Brands have a 3year warranty

- Kodak Inverters & Equipment

### Further Terms & Conditions

- Any tampering of any kind with any of the products sold by Hashtag Direct Solutions will VOID all warranties.
- For all solar equipment or systems – any resetting of any components without approval from Hashtag Direct Solutions will result in VOID of warranty. Any works done to a solar system or products provided by Hashtag Direct Solutions by a third-party company or persons not employed or approved by Hashtag Direct Solutions will VOID all warranties on any products installed by Hashtag Direct Solutions related to the third party installation or tampering.
- Lightening Strikes are NOT covered by warranty. Shorting of any power connections or supplies are not Covered by Warranty.
- Any goods provided by Hashtag Direct Solutions that is not installed by a registered installer is NOT covered by warranty.
- Certain warranty claims may subject to manufacture terms and conditions of the product in which Hashtag Direct Solutions is subject to follow.
- Certain warranty claims are subject to manufacture processes and may have lead time which may vary from product to product. Hashtag Direct Solutions takes no responsibility of any kind for any impact that may result by a product supplied that may require to be removed for repairs or inspections.

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- In the event a product needs to be removed for inspection or repairs, a replacement product will NOT be provided.
- Any deposits on products for pre orders are NON-Refundable unless agreed in writing with the Managing Director of Hashtag Direct Solutions as deposits from a client are for that specific project or specific make and / or model of a product that has been specifically selected by the client.
- Hashtag Direct Solutions accepts no responsibility for any damage / impact or harm caused by the use of any product sold or supplied by Hashtag Direct Solutions.